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Attorney's Docket No. 5577-217

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Brabson et al.

Examiner: Jinsong Hu

Serial No.: 09/760,975

Group Art Unit: 2154

Filed: January 16, 2001

Confirmation No.: 4362

For: METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR
PROVIDING TRANSACTIONAL QUALITY OF SERVICE

Date: July 1, 2004

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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Technology Center 2100

AMENDMENT

Sir:

Applicants provide the present Amendment to address the issues raised in the
Official Action mailed April 2, 2004.

Amendments to the Claims are reflected in the Listing of Claims that begins
on page 2 of this paper.

Remarks begin on page 9 of this paper.